Purpose

Use this procedure to add, change, or remove recurring payments.

Trigger

Perform this procedure when you need to add a recurring payment option, or when you need to change or withdraw it.

Prerequisites

- You must have registered yourself on CCC (Customer Care Center) portal

Menu Path

Use the following menu path(s) to begin this transaction:

- **Internet Browser ➔ Customer Care Center Portal ➔ My Bank Details**
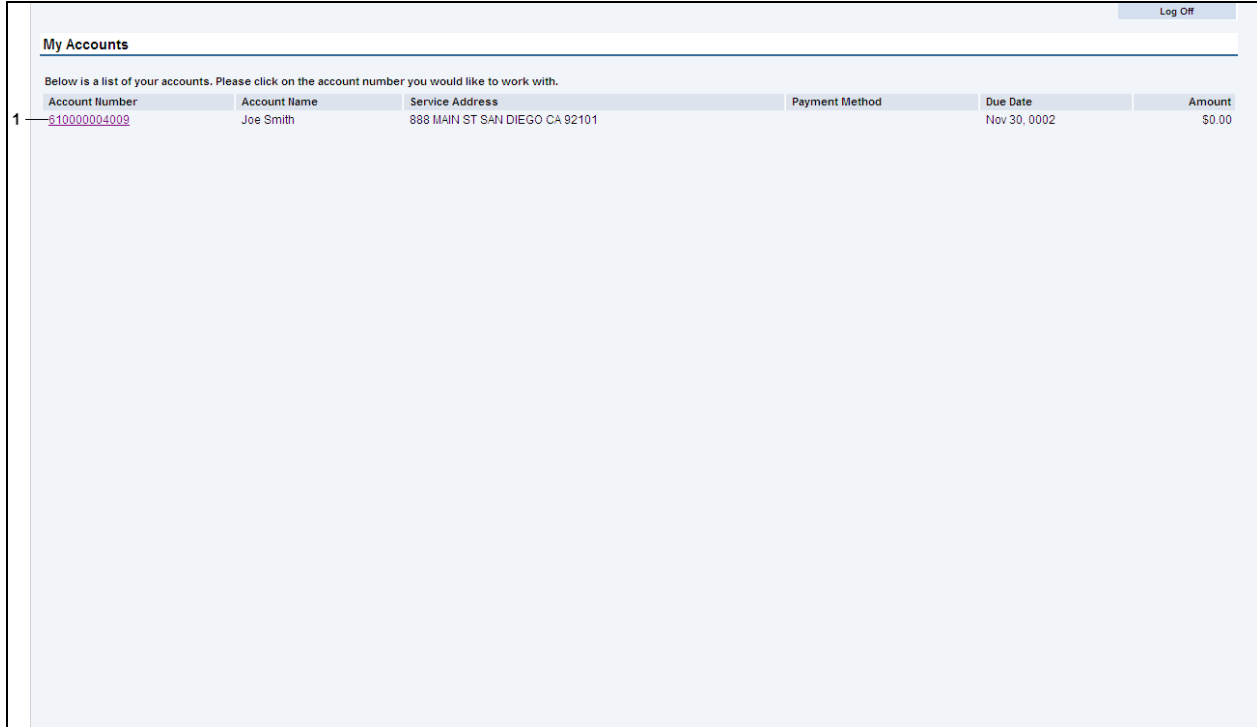
Transaction Code

Customer Care Center

Helpful Hints

- If setting up an account for recurring payment, ensure that the bank account will have sufficient funds at all times to enable the transactions.
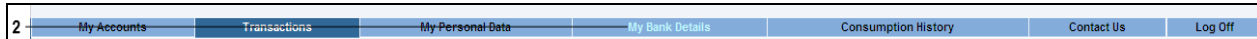
Procedure

Content and Forms

1. Log on to the Customer Care Center (CCC) portal and select the contract account you would like to add recurring payments to.

Navigation

2. Next, click the **My Bank Details** tab My Bank Details.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Bank Routing Number	Bank Account Number	Bank Name	Bank Account Holder	Bank Account Description
121042882	*****6789	WELLS FARGO BANK NA	Joe Smith	Rental account

Edit

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

3 — Set Up Recurring Payment

3. In the **Recurring Payment Authorization** section, click the **Set Up Recurring Payment** button

Set Up Recurring Payment .

In this example, no recurring payment authorization has been set up yet.

Content and Forms

4. Click the **Recurring Payment Authorization from Existing Bank** drop-down to select the right bank account. After setting up an account for recurring payment, ensure that the bank account will have sufficient balance to enable the transactions.

Content and Forms

5. In this example, there is only one bank account displayed. If you have multiple accounts, you will need to click the drop-down to select the desired bank account.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Bank Routing Number	Bank Account Number	Bank Name	Bank Account Holder	Bank Account Description
121042882	*****6789	WELLS FARGO BANK NA	Joe Smith	Rental account

Edit

Set Up or Change recurring payment authorization

Recurring Payment Authorization
Detail data for account: Joe Smith
You have not yet given a recurring payment authorization.

Authorizing recurring payment will allow payments to be automatically debited from your bank account up to two business days before the due date of your bill.

Upon setting up recurring payment, if you have an outstanding bill, the amount due on your account will be sent to the bank today for posting.

Recurring Payment Authorization from Existing Bank   Rental account ▾

6 —— Save   Back

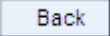**6.**   Next, click the **Save** button   Save   .

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Recurring Payment Authorization

The changes to your Bank Details have been saved.

7 —— Back

7. The system will display a message confirming that recurring payment has been set up. Click the **Back** button [Back] to return to the previous screen.

Content and Forms
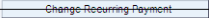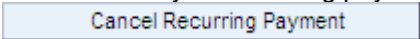
8. If you want to cancel your recurring payment authorization, click the **Cancel Recurring Payment** button [Cancel Recurring Payment].

The screen shows that the selected account was set up for recurring payment.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Bank Routing Number	Bank Account Number	Bank Name	Bank Account Holder	Bank Account Description
121042882	*****6789	WELLS FARGO BANK NA	Joe Smith	Rental account

Edit

Withdraw Recurring Payment Authorization

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	Rental account

I hereby cancel authorization for recurring payments for the bank details above.

9 — Save   Back
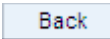
9. Again, click the **Save** button Save .

Content and Forms

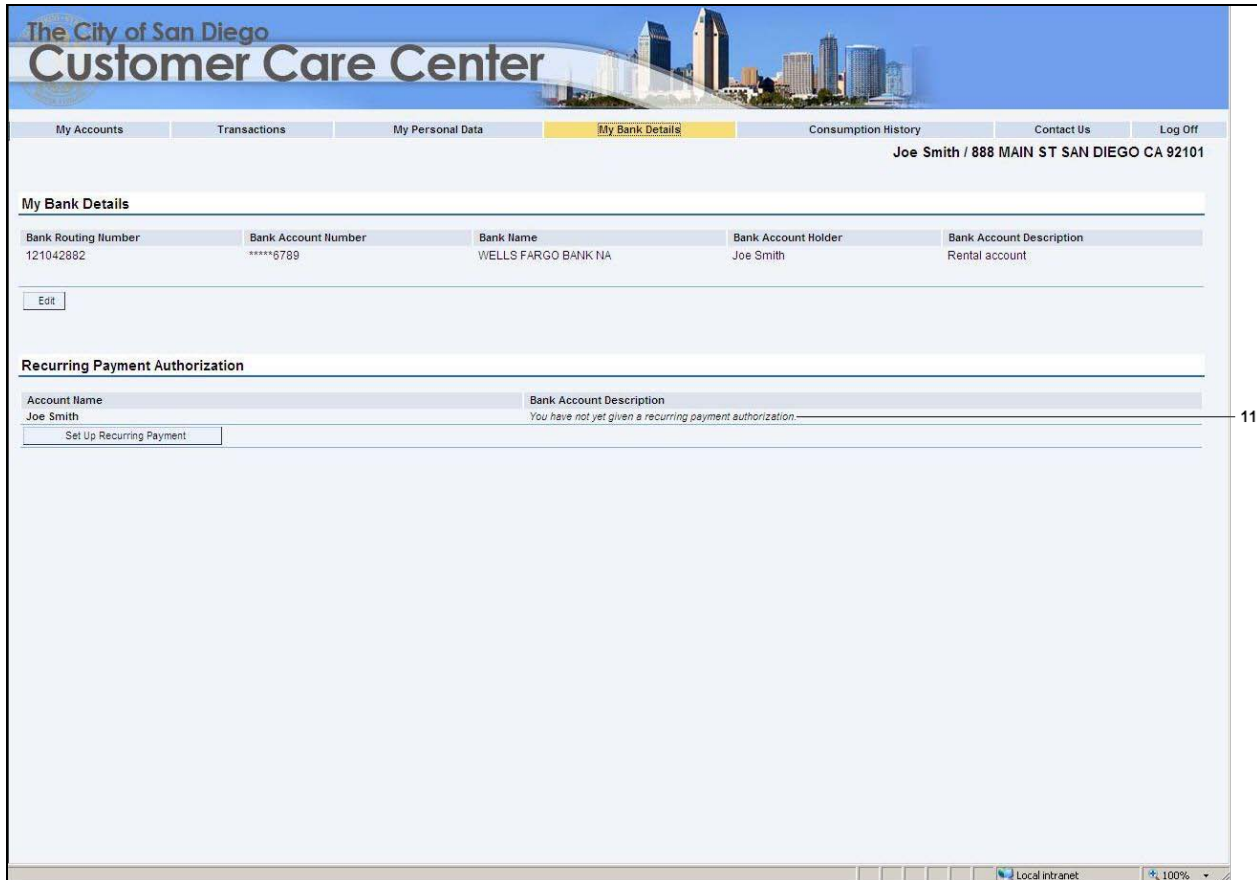Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Recurring Payment Authorization

The changes to your Bank Details have been saved.

10 — Back

10. After reviewing the confirmation message, click the **Back** button [Back] to return to the previous screen.

Navigation

11. The bank account information no longer displays in the **Recurring Payment Authorization** section.

Result

You have successfully learned to set up an account for recurring payment and withdraw the recurring payment authorization.